

# London Councils' Transport & Environment Committee

## TEC Priorities for 2017/18

Item no: 11

<b>Report by:</b>	Spencer Palmer Katharina Winbeck	<b>Job title:</b>	Director of Transport and Mobility Head of Transport, Environment and Infrastructure, London Councils
<b>Date:</b>	15 June 2017		
<b>Contact Officer:</b>	Katharina Winbeck Spencer Palmer		
<b>Telephone:</b>	020 7934 9945 020 7934 9908	<b>Email:</b>	<a href="mailto:Katharina.winbeck@londoncouncils.gov.uk">Katharina.winbeck@londoncouncils.gov.uk</a> <a href="mailto:Spencer.palmer@londoncouncils.gov.uk">Spencer.palmer@londoncouncils.gov.uk</a>

**Summary** This report provides Members with a look back at what has been achieved in 2016/17 and look forward to the priorities for 2017/18.

- Recommendations**
- Members to discuss the report
  - Members to agree the priorities for the year 2017/18

## **Background**

1. This report sets out the strategic priorities for the Transport and Mobility service, which is headed by Spencer Palmer; and the Transport and Environment policy function which is headed by Katharina Winbeck. The format of this report gives a look back at what has been achieved in 2016/17 under each of the main headings of activity and then presents the priorities for the 2017/18 period.
2. We help improve the lives of millions of Londoners every single day, through the London-wide services we run, such as the Freedom Pass, Taxicard and London Lorry Control schemes and through the highly valued support we provide to London boroughs on a range of traffic, parking and transport and environment policy.
3. Whilst the priorities contained within this report are what officers will focus on in 2017/18, officers will continue to be responsive to changing or emerging priorities of Members, the Mayor of London and Government, and respond or undertake work as appropriate.

## **Collaborating to enable boroughs to provide transport and environment services at current or improved levels**

4. In 2016/17 we have:
  - Secured the Local Implementation Plan funding settlement for boroughs to deliver transport priorities;
  - Secured a reclassification of TfL funding for boroughs from revenue to capital, which enables TfL to pass on capital funding to boroughs;
  - Provided a series of opportunities for boroughs to influence and 'co-create' policy for the new Mayoral transport and environment strategies;
  - Undertook public polling research on air quality to inform our policy work;
  - Secured a new officer resource working with the Thames Regional Flood and Coastal Committee for London boroughs in developing capital projects to improve flood risk management;
  - Secured a seconded officer to develop the Go Ultra Low City Scheme project proposals and invited expressions of interest from boroughs in installing chargepoints;
  - Produced a short video explaining the risks of flooding for residents and businesses and how they can prepare;
  - Ensured boroughs views are heard by Defra on its 25 year environment plan, the funding formula for new flood risk management capital projects, and littering penalties;
  - Shared London's experience with Defra on littering from vehicles;
  - Wrote to the SoS for transport supporting rail devolution;
  - Contributed to the draft London Sustainable Drainage Action Plan;
  - Responded to consultations on:
    - Mayors Phase 1 and 2 air quality consultations
    - Environment, Food and Rural Affairs Committee inquiry into disposable packaging;
    - Department for Transport's Walking and Cycling Investment Strategy;
    - Parliamentary Transport Select Committee inquiry into Urban Congestion;
    - West End bus consultation;

- London Assembly Transport Committee investigation into bus networks and bus safety;
- Transport Select Committee Inquiry into the Rail Passenger Experience;
- London Assembly Transport Committee inquiry into Energy and fuel poverty;
- Department for Business, Energy and Industrial Strategy Heat Network Investment Project
- Environmental Audit Committee call for evidence on Treasury policy on meeting recycling targets;
- London Assembly Transport Committee investigation into congestion in London;
- Gave evidence to:
  - The London Assembly Environment Committee on green infrastructure and burst water mains;
  - The London Assembly Transport Committee investigation on buses;

5. In 2017/18 we will:

- Enhance borough influence on Mayoral strategies, particularly the Mayor's Transport Strategy, London Environment Strategy and London Plan, making interventions supported by media engagement;
- Map out the rail franchising process and work with government to get greater influence for boroughs over rail services in their areas;
- Engage TfL to ensure that new LIP Guidance that delivers the new Mayor's Transport Strategy will be collaborative in nature and not a return to a top down approach by TfL;
- Strengthen the sub-regional strategic partnerships, and support greater collaboration by boroughs on sub-regional schemes, such as cycle ways and bus routes to ensure the best transport outcome for Londoners is achieved;
- Highlight the proactive role of boroughs in tackling poor air quality and its health impacts in London, including through lobbying government and the Mayor;
- Ensure boroughs are able to efficiently fulfil statutory requirements for monitoring, action planning and reporting on air quality;
- Enable TEC to support and facilitate the roll out of electric vehicles across London;
- Develop a focus on energy and heat policy.

**Ensuring effective day to day management of the Freedom Pass Scheme**

6. Around 1.2 million older and disabled London residents hold a Freedom Pass giving free travel on almost all London's public transport. London Councils is responsible for running the Freedom Pass scheme on behalf of the London local authorities.

7. In 2016/17 we have:

- Negotiated and agreed the Freedom Pass settlement for the 2017/18 with Transport for London (TfL), successfully achieving an annual reduction in the settlement for the first time in the scheme's history.

- Successfully negotiated a further two year Freedom Pass settlement agreement with the Rail Delivery Group (RDG) until March 2019, subject to annual review and 6 months' notice, when RDG are ready to move to a journey-based model.
- Negotiated and published the 2017-2018 London Service Permit (LSP) Concessionary Scheme for Freedom Pass with local bus operators (non-TfL buses).
- Calculated and agreed the apportionment of 2017/18 Freedom Pass costs to boroughs.
- Completed the renewal of c.140,000 Freedom Passes which expired in March 2016.
- Implemented an online payment portal for replacement Freedom Passes.
- Retendered the Freedom Pass support services contract and agreed the award to the incumbent supplier.

8. In 2017/18 we will:

- Commence the new Freedom Pass support services contract in October.
- Negotiate the Freedom Pass annual settlements with TfL and other bus operators.
- Calculate and agree the apportionment of Freedom Pass costs to boroughs.
- Investigate data sharing agreements with boroughs to help streamline future Freedom pass renewals and improve the day-to-day management of Freedom Pass (and Taxicard).
- Conduct a mid-term review of passholders issued with 2020 passes to check continued eligibility for the scheme and avoid costs.
- Review customer service provision to consider options for more channel shift towards digital and online services.
- Complete two National Fraud Initiative reviews to cancel deceased members' cards to prevent fraudulent use by others.
- Investigate the business case for increasing the frequency of the National Fraud Initiative reviews.
- Plan for the renewal of 2018 expiry passes.
- Implement an online portal for disabled person Freedom Pass applications.

### **Ensuring effective day to day management of the Taxicard Scheme**

9. On behalf of the boroughs, London Councils runs the Taxicard service to approximately 65,000 people with severe mobility and visual impairments, offering subsidised taxi and private hire vehicle journeys.

10. In 2016/17 we have:

- Implemented a charge of £10 for lost and damaged Taxicards and developed an online payment portal.
- Agreed TfL funding for Taxicard for 2017/18.
- Started the procurement process for the Taxicard delivery contract, working with TfL to jointly procure Taxi and PHV services for both Taxicard and Dial-a-ride.
- As part of the joint procurement exercise and alignment of the schemes, carried out a consultation with all Taxicard members to help assess what changes might be made, receiving 15,000 responses (23%).
- Responded to the London Assembly review of personal travel budgets for mobility schemes.

11. In 2017/18 we will:

- Complete the joint procurement of Taxicard and Dial-a-Ride taxi services with TfL, making recommendations for tender approach to TEC in June.
- Explore the possibility of a three year Taxicard S159 funding agreement with TfL, including the potential introduction of a consistent minimum borough trip limit provision, subject to borough consultation.
- Develop further co-ordination of Taxicard and Dial-a-ride schemes with TfL, including consideration of joint reporting of KPIs, complaints handling, application processing, and a single on-line portal.
- Develop and implement a new online Taxicard application portal and process, with a more consistent approach across all boroughs and maximising the efficiencies through greater data sharing.
- Introduce an on-line application portal for the Taxicard scheme.

### **Minimising the disruption to London's residents caused by the movement of heavy goods vehicles through the operation of the London Lorry Control Scheme**

12. In 2016/17 we have:

- Continued to manage the London Lorry Control Scheme, issuing permits and enforcing to ensure compliance.
- Completed the retender of the back office case management computer system, which has involved the development of many system improvements and efficiencies.
- Commenced the most significant review of the London Lorry Control Scheme since its commencement over 30 years ago.
- As part of the review, formed a steering group and working group, held an operators work shop event and completed an operator survey to help inform the review recommendations.

13. In 2017/18 we will:

- Complete the review and make recommendations to TEC for potential changes and improvements.
- Work with TfL, boroughs, the freight industry and key stakeholders to continue improve the management of road freight movements in London and ensure as far as possible the alignment of the LLCS with other schemes and legislation.

### **Helping to deliver effective and consistent traffic and parking policies and operations in London**

14. In 2016/17 we have:

- Provided day-to-day advice and support to boroughs on a range of traffic and parking policy and enforcement issues, including the holding of relevant forums.
- Represented borough interests at the following groups and forums:
  - London Freight Forum and Freight Forum Steering Group
  - London Technical Advisors Group (LoTAG) Transport
  - TfL's Lane Rental Governance Committee
  - Local Authority Partnership
  - BPA – Local Authority Special Interest Group
  - London Tourist Coach Action Plan Group
  - London Automotive Forum
  - Urban Freight Working Group
- Worked on the updating of the parking code of practice for borough officers.
- Reviewed and updated the parking contravention codes list.

- Held Traffic Control Liaison Committee meetings between TfL and boroughs to discuss the implementation and maintenance of traffic signal and control equipment.
- Facilitated seminars, workshops and the sharing of good practice for the better coordination of Car Clubs across London.
- Led the Sharing Skilled Transport Staff initiative, helping to ensure better use of limited skilled resources across London.
- Helped facilitate discussions surrounding electric vehicle charging point agreements with boroughs.
- Provided debt registration services with the Traffic Enforcement Centre for the majority of London boroughs.
- Agree the apportionment of traffic signal and control equipment maintenance costs to boroughs.
- Published a code of practice for the erection of traffic signs and lighting on buildings to allow boroughs and TfL to adopt new powers, which will make it easier for them to reduce street clutter.
- Worked with boroughs and the Source London contractor to ensure consistent contracts were agreed for the provision and maintenance of electric vehicle charging points across London.
- Worked with the GLA and TfL on the Go Ultra Low City Scheme (GULCS), which will significantly increase the number of on-street electric vehicle charge points in the Capital.
- Worked with the British Parking Association (BPA) to discuss the need for consistent open parking data standards.
- Lobbied for amendments to the proposed Parking Places (Variation of Charges) Bill, to minimise increased administrative burdens on London local authorities.
- Updated and published part 1 of the parking code of practice.
- Collated, analysed and published London-wide traffic and parking enforcement and appeals statistics.

15. In 2017/18 we will:

- Continue to provide highly valued advice and support to boroughs and represent their interests at relevant forums and meetings.
- Hold Traffic Control Liaison Committee meetings between TfL and boroughs as necessary and ensure boroughs are informed early of the apportionment of traffic signal and control equipment maintenance costs before agreement.
- Review and update the parking contravention codes list as necessary.
- Continue to provide debt registration services with the Traffic Enforcement Centre for the majority of London boroughs.
- React quickly to any new policy or legislative proposals, ensuring that boroughs are consulted and proactively lobby for change where necessary.
- Continue to work with the GLA and TfL to manage and implement residential and car club electric vehicle charge points as part of the Go Ultra Low City Scheme (GULCS).
- Collate, analyse and publish London-wide parking and appeals statistics.
- Continue to work with the BPA and EPA regarding open parking data standards.

### **Helping medical professionals attend emergencies quickly by managing the health Emergency badge Scheme**

16. In 2016/17 we have:

- Continued to operate the London health Emergency Badge scheme, issuing parking waivers to eligible health workers to use in emergency situations.

17. In 2017/18 we will:

- Plan a review of practices and processes to ensure the service is delivered as effectively and efficiently as possible, including consideration of:
  - Fraud and misuse;
  - Application processing and eligibility criteria;
  - Permits (virtual Vs physical);
  - Costs and potential efficiencies;
  - Technological applications;
  - Communications and promotion;
  - Integration with wider schemes (e.g. car clubs).

**Ensure people who have their vehicle towed away in London can find where it has been taken to quickly and easily through the TRACE service**

18. In 2016/17 we have:

- Continued to manage and operate the TRACE service, seeing a significant take up of the online portal rather than use the telephone service.

19. In 2017/18 we will:

- Monitor and promote wider take up of the online facility.
- Promoting fully electronic real time data transfer with all authority pounds where appropriate.

**Ensuring effective management of the London European Partnership for Transport (LEPT)**

20. In 2016/17 we have:

- Submitted the final technical and financial reports for both STARS and PTP-Cycle projects in accordance with the contractual deadlines and received all final payments.
- Continued to monitor European funding and knowledge exchange opportunities, and briefed boroughs accordingly, disseminating six funding briefings (H2020, Interreg, Interreg NWE, LIFE, and URBACT & UIA).
- Coordinated a bid on digital personalised travel planning, entitled PTP-Commute, under the Horizon 2020 calls for proposals. The first stage bid was submitted on 25 January 2017. LEPT have since been informed that the first stage bid process was successful so work will continue into the second stage.
- Brokered a place for the London Borough of Croydon in H2020 calls for proposals. LEPT are awaiting a response in regards to whether the proposal was successful.
- Provided a letter of support and are an associated partner of the ELeVATe project.
- Gave briefings at 9 Sub Regional Partnership meetings, meaning 28 Boroughs updated in person by LEPT on ad hoc bidding and funding opportunities over the year.
- Attended EU workgroups, seminars and conferences on a wide variety of sustainable transport issues.
- Successfully applied for a seat on the POLIS (one of the EU's leading transport networks) Management Committee.

21. In 2017/18 we will:

- Continuing to monitor European funding and knowledge exchange opportunities, and briefing Boroughs accordingly.
- Leading further bids on behalf of Boroughs, where resources allow, and finding appropriate bidding consortia for Boroughs.
- Monitor the progress of Brexit negotiations and the implications for the future of the LEPT.
- Liaise with TfL to secure funding for 2018/19, this will allow LEPT to operate up until BREXIT.
- Provide promotional services for boroughs and raise awareness of London best practice and current EU transport projects.
- Represent London boroughs on the POLIS management committee.
- Continue to harness the benefits of the POLIS network and other European forums (e.g. CIVITAS, ECF, ELTIS, Velo-City, EPOMM) developing stakeholder contacts for use in bidding consortia and best practice provision to boroughs.
- Attend sub regional partnership panels and meetings in order to analyse borough and sub regional priorities and link with EU project, best practice and funding opportunities.
- Develop and submit the second stage bid proposal for the PTP-Commute project proposal under the EU Horizon 2020 funding programme.

**Efficiently managing the provision of independent appeals services via London Tribunals, including the Environment and Traffic Adjudicators (ETA) and the Road User Charging Adjudicators (RUCA)**

22. In 2016/17 London Councils has:

- Continued to provide the administrative support and infrastructure to the Environment and Traffic Adjudicators and Road User Charging Adjudicators to enable them to fulfil their statutory duties in relation to approximately 40,000 environment, parking and traffic appeals and 6,000 road user charging appeals.
- Completed the support service contract transition to ensure the new system and service provider are fully operational and meeting performance targets.
- Successfully retained the GLA contract for the provision of the RUCA service, following a competitive tender process.
- Restructured the administrative support services and appointed a new Head of Support Services to manage the day to day running of the tribunal support services.

23. In 2017/18 we will:

- Continue to provide the administrative support and infrastructure to the Environment and Traffic Adjudicators and Road User Charging Adjudicators.
- Monitor and review systems and processes, implementing improvements and enhancements where necessary and providing training and support accordingly.
- Promote greater levels of channel shift to fully electronic online appeals.

**Recommendations:**

- Members to discuss the report
- Members to agree the priorities for 2017/18



### **Financial Implications**

24. There are no financial implications to London Councils arising from this report. The priorities and projects described in this report will be delivered within approved budgets and resource allocations and/or will be subject to separate TEC reports and decisions as necessary.

### **Legal Implications**

25. There are no legal implications to London Councils arising from this report.

### **Equalities Implications**

26. There are no equalities implications to London Councils arising from this report.